

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	People Systems Executive	PAY BAND:
FUNCTION:	Technology	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	Business Technology is responsible for the design, development, and operation of systems that enable our staff and volunteers to do their jobs.	

WHERE YOU WILL FIT












CEO	Chief Technology Officer	Head of Business Technology	People Systems Manager	People Systems Executive
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You will support our People Systems Manager to ensure the efficiency of our People Systems by utilising functionality and performing key configuration changes to enable our Delivery teams to spend their time supporting the young people who need them most.

People Systems holds a key role in ensuring our People and Learning Agenda is supported and we have the right tools available to deliver the roadmap to support our People Agenda.

WHAT WILL YOU DO?

-  Using SAP SuccessFactors support with the internal triage of reported system issues, where required fix issues; through configuration or process improvement.
-  Complete regular data reconciliation activity across multiple systems to enable downstream processes to run effectively.
-  Support the maintenance of System Configuration documentation to ensure these are continually aligned with system patches and configuration changes.
-  Support the creation of end-user guides so that key stakeholders have access to clear and effective training.
-  Respond to ad-hoc reporting requests by analysing the reporting need and either identifying if a report already exists or building a report which can be utilised by the business.
-  Participate in regular service review meetings with the People Systems Manager and SAP and Support Partner Account Management Teams.
-  Support the SAP Release Cycles by participating in the analysis and testing of the release, to ensure system readiness.
-  Support People & Learning stakeholders by performing bulk imports or bulk data changes to support business needs.
-  Regularly upskill our own knowledge, to keep abreast of system developments and support the identification of opportunities, improving how we utilise our People Systems.
-  Ensuring we drive optimal system performance by cleansing old unused reporting and performing regular bulk data maintenance.
-  Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Advanced Microsoft Excel User (Pivot Tables, VLOOKUP, etc.)	A large part of your role will include data manipulation and data importing
Awareness of GDPR and always use discretion when working with people's data.	To understand what is required for data protection
Excellent Customer Service skills	The main priority of the role is to support our stakeholders when they are using SuccessFactors, having some understanding of the system will be beneficial
A basic working knowledge of any other module of SAP SuccessFactors and Report Centre	You will support the development of our SAP SuccessFactors product suite, so to support that it would be great if you had some prior experience in this area.
Experience	Why do we need this?
Some experience in interpreting and analysing system issues	You will be the first point of call for any issues which may arise with our systems.
Some experience analysing and identifying data quality issues.	You will be required to identify and fix issues with data where it has been entered incorrectly in one or more systems.
Attention to detail with a methodical approach to managing workload.	You will be working on multiple projects so you will need to manage many tasks.
Prior experience supporting HR Systems (in particular SAP SuccessFactors)	We currently have a HR Systems Roadmap, and we want to create a more mature Backlog for each of our key modules
Prior use of SAP SuccessFactors in an administrative capacity.	The main priority of the role is to support our stakeholders when they are using SuccessFactors, having some understanding of the system will be beneficial






WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience working on multiple projects.	We currently have a HR Systems Roadmap, and we want to create a more mature Backlog for each of our key modules.
Experience working in a HR or IT environment.	You will work across our People & Learning department, from within the IT team, so previous experience working in either a HR or IT environment would help you succeed.
Skills & Knowledge	Why do we need this?
Hold one or more SAP SuccessFactors SFX Certifications	We are keen to implement more changes in-house to lower costs and improve service delivery.
A basic level of understanding of HR practices & policies.	We want to support the HR business context and understanding HR processes will help to ensure that you can support system enhancements and offer technical support.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

 Inspiring We lead by example	 Approachable We are open minded and value diversity	 Empowering We enable positive change	 Non-Judgemental We focus on the potential, not the past	 Passionate We are absolutely committed to supporting young people
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Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and PULSE (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works in the delivery level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for what we do</p> <p>You keep young people and our end goal in mind</p> <p>You build trust in others by demonstrating reliability</p> <p>You engage in challenges with optimism and resilience</p> <p>You're authentic and bring your unique talents to work, encouraging others to do the same</p>	<p>You seek out opportunities afforded by change, adapting accordingly and to enhance own development and build expertise.</p> <p>You suggest improvements and alternative approaches wherever appropriate</p> <p>You give and receive feedback, harnessing new information to improve your own performance</p>	<p>You're approachable, clear and professional</p> <p>You treat people as individuals, tailoring communication and influencing style accordingly.</p> <p>You communicate difficult messages and challenge others' thinking effectively</p> <p>You listen to others with empathy and sensitivity</p> <p>You act as an ambassador for The Trust whenever communicating externally</p>	<p>You offer support to colleagues and ask for help when needed</p> <p>You manage the expectations of others, gaining buy-in where required</p> <p>You share knowledge and information</p> <p>You build relationships with others across The Trust and externally, where appropriate</p> <p>You act as an ambassador for your own team across The Trust</p>	<p>You manage projects effectively; planning, organising resources and reprioritising as required</p> <p>You monitor progress towards milestones, taking actions to ensure deadlines are met</p> <p>You make effective, data-driven decisions, considering consequences and consulting with others where appropriate</p> <p>You take the initiative to solve problems and develop several potential solutions</p>

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.